

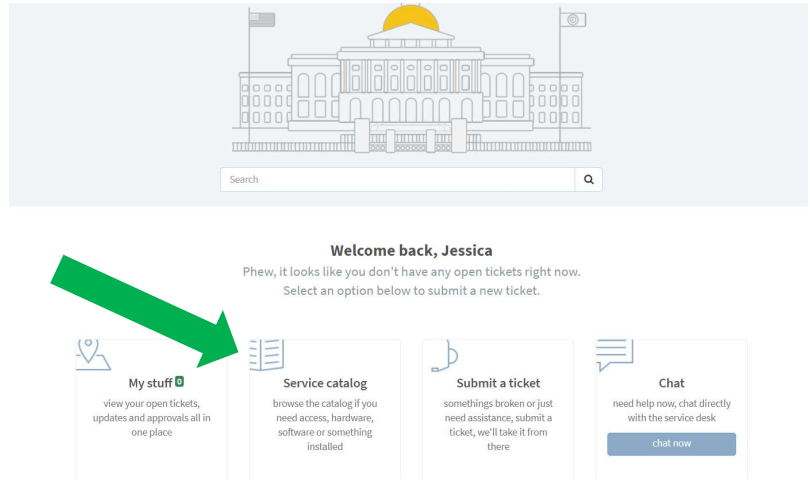


# EXECUTIVE OFFICE OF TECHNOLOGY SERVICES & SECURITY

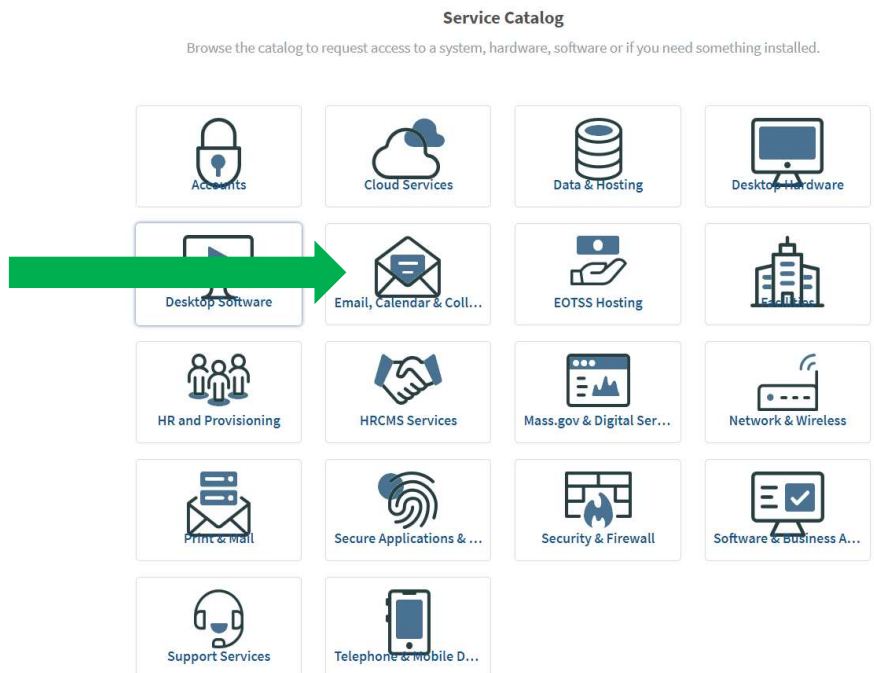
COMMONWEALTH OF MASSACHUSETTS | 1 ASHBURTON PLACE, 8TH FLOOR, BOSTON, MA 02108

## Adobe Sign Administrator Request ServiceNow Request Instructions

Step 1: Sign into ServiceNow and click  
“Service Catalog”.



Step 2: Click “Email, Calendar & Collaboration”.



Step 3: Select “Adobe Sign Administrator” from the list.










< EOTSS Service Catalog > Email, Calendar & Collaboration

## Email, Calendar & Collaboration

Email and account services, such as distribution lists, groups and MassMail.

Items


-  **Adobe Sign Administrator** ⓘ  
Request an Adobe Sign Administrator for an agency group.
-  **Adobe Sign License** ⓘ  
Sign, send, track, and collect e-signatures.
-  **Distribution Lists** ⓘ  
Request for Distribution List (DL) management.
-  **Gateway Services (eMail)** ⓘ  
Mail Gateway services.
-  **List Server** ⓘ  
Request for List Server services.
-  **MassMail** ⓘ  
Request for MassMail services.
-  **Microsoft M365 G3 License** ⓘ

Step 4: The following screen will appear.  
*Please note that you may request more than one Adobe Sign Administrator per Request.*



< EOTSS Service Catalog > Email, Calendar & Collaboration > Adobe Sign Administrator

Request an Adobe Sign Administrator for an agency group.

 **Adobe Sign Administrator** ⓘ

**Please note:** This request item is to assign an Adobe Sign Administrator for an agency group. The Adobe Sign administrator is responsible for:

- Configuring Adobe Sign services
- Adding users to the appropriate Adobe Sign group in the Adobe Sign admin portal
- Working with Adobe on the implementation of Adobe Sign
- Tracking and managing transaction reports, failures, cancellations, etc.

If you are not requesting Adobe Sign administrative privileges, or for more information on Adobe Sign, please use the "Adobe Sign License" ServiceNow request.

Requested By  
Powers, Jessica M. (EOTSS) ⓘ

☐ Request on behalf of

\* Select your IT Liaison

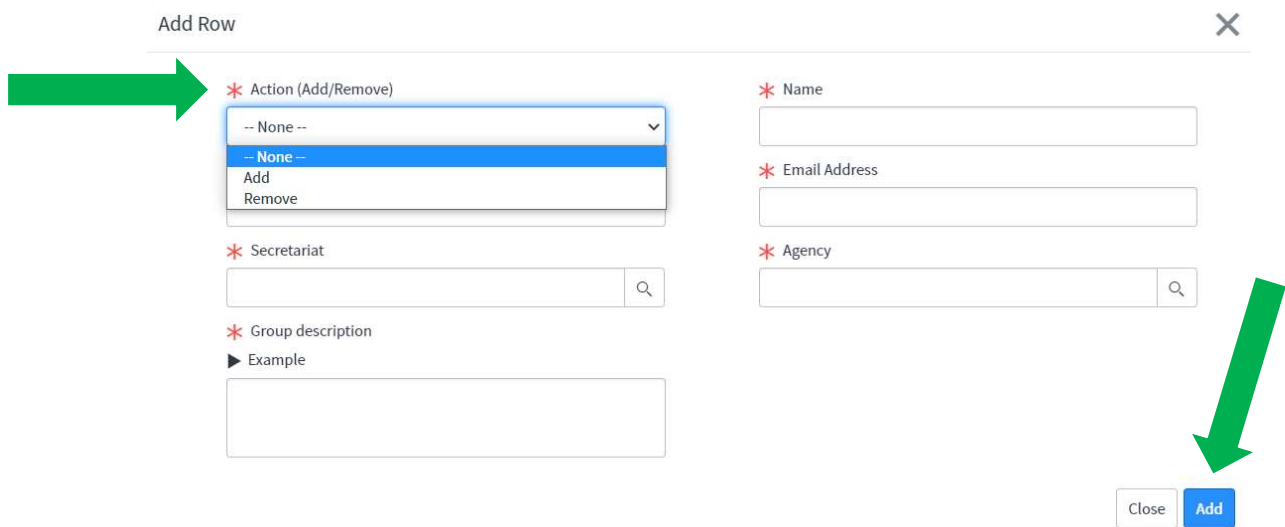
\*Distribute to the following user(s)

Actions	Action (Add/Remove)	Name	Phone Number	Email Address	Secretariat	Agency	Group description
No data to display							

Step 5: The below window will appear.

- ✓ Under “Add or Remove User”, you will select “Add” to give a user access; you will select “Remove” to remove the user’s access.
- ✓ Once you have filled in the required information, click the blue “Add” button in the lower right-hand corner of the window.

*Repeat Steps 4 and 5 for each user you want to add/remove.*



#### Step 6: Adobe Sign Email Invitation

In order to complete this request:

- ✓ The Adobe Sign administrator must accept the email invitation from Adobe, THEN
- ✓ EOTSS can close the ticket as complete.
- ✓ NOTE: The Adobe Sign administrator will be unable to license additional end users for Adobe Sign until they have accepted the email invitation from Adobe and EOTSS has closed the ServiceNow request.

*End users may reach out to their [agency IT help desk](#) for more information.*